

# Housing

## PRODUCT

**This is the main thing that you are measuring or talking about**

Choice

Accessible

Size to be right for me and my needs

Design and layout

In good condition

What is available and where

Will meet my needs

Leaflets on housing available

Accessible information

## STANDARD

**This is a way of saying how well something will be done**

Clean and Safe:-

- Electricity
- Gas
- Secure
- Fire alarms
- Windows
- Door locks

Personal choice on decoration and furniture

Support that is right for me in:-

- Tenancy
- Cleaning
- Floating support

Good maintenance plan

Insurance

Find out if it meets my needs and if not why?

## **REPUTATION**

**This is about how well people know about something**

Good networking of staff and people using services and sharing experiences

Information that is easy to understand

Landlords

What do other people say about the property and area?

## **LOCATION**

**This is about where something is**

Close by to shops

Close to family and friends

Close to college and work

Good public transport

Close to Doctors

Good parking

Good neighbours and feel part of the community

Find out what is available in the locality

Survey what locations people like and wish to live in

## **COST**

**This is how much money you have had to pay**

Affordable and negotiate costs

Value for money

Fair rents

Support with benefits

Information about other service providers:-

- Gas
- Electric
- Water

Support with budgeting

Will my benefits support me to keep in touch with my friends and family?

Accessible information of how benefits work and what you can get for your money.

## **EXPERIENCE**

**This is about how something feels to you**

Comfortable

Location that is classed as safe for that individual

Personal to me

Feel part of the community and meet good friends and nice people

Good quality support and control over who provides this support

Build a future

Choice and control

Feedback from people who are already in accommodation.

## **COUNTING**

**This is about how much or how many**

Do survey if we have not got the following and why:-

- Living with family carers
- Privately owned accommodation
- Residential homes
- Flat/Houses in Supported Living
- Bungalows in Supported Living
- Sheltered Housing
- Nursing Homes


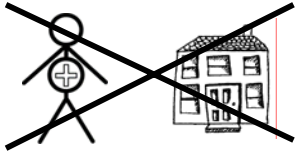
More choice to be able to live in a home with less people (No more than 6 people):-

- Be able to live with more people
- Be able to live on my own
- More planning for houses
- Waiting lists are too long





# Housing

What will we do?	How will we do it?	Who will do it?	When will we do it by?	How will we know when it's done?
<p><b>Have a lead Housing Champion from the District Councils</b></p> 	<p>Ask the people who lead the housing work in each District Council</p>	<p>Dianne Esmond</p>	<p>December 2009</p>	<p>We will have a good person to help us work with all the District Councils</p>
<p><b>Check to see how the work is going to get supported living for people moving from Health Homes.</b></p> 	<p>Ask for regular information about how the work is going.</p>	<p>The subgroup The Health Homes project manager</p>	<p>Every 2 months until the end of 2010</p>	<p>We know how the work is going to get good supported living for people living in Health Homes</p>
	<p>Feed back to the Partnership Board</p>	<p>Dianne Esmond The Health Homes project manager</p>	<p>Every 3 months until the end of 2010</p>	<p>The Partnership Board will know how the work is going. The Board will be able to make sure the work is going well</p>



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<b>Support the County Council to write a good Housing Plan for people with learning disabilities.</b>	Make sure the people writing the report have good information about what housing and support people need and want	The subgroup Valuing People team Supporting people	March 2010	The people writing the plan will have good information to help them write the plan.
	Make sure people with learning disabilities and their families are consulted and involved in developing the plan	The subgroup Valuing People team Supporting people	June 2010	People with learning disabilities and their families will have been consulted about what should be in the plan and asked what they think of the draft plan
	Take the Housing Plan to the Partnership Board to ask them to agree to make it work	The subgroup	October 2010	The Partnership Board will agree the Housing Plan and will help to make it work



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What will we do?	How will we do it?	Who will do it?	When will we do it by?	How will we know when it's done?
<p>Give people in residential homes the choice to find alternative accommodation in the community of their choice.</p>	<p>Find out where we are now and where people are living.            Find out where people would like to live.            Be guided by person Centred Plans.            Plans must include housing options and what is most important to people.            Have a Housing Options Questionnaire.</p>	<p>Performance Unit            Service Development Unit and sub group            Review Officers            PCP Facilitators            Social Workers            Service Users            Families and Carer's</p>	<p>March 2011</p>	<p>We measure how much and how good by outcomes by collating the relevant housing information from Person Centred Plans and Housing Options and questionnaires.</p>
<p>Provide people with information on housing options.</p>	<p>DVD's            Encourage people to explore housing options by using a buddy system.</p>	<p>Review Team            Social Workers            Advocates            Housing Sub Group</p>	<p>March 2011</p>	<p>By more people changing their accommodation options.</p>